Welcome to the University Telephone System!

The following guide is intended for call center supervisors and will instruct you on how to manage your call center greetings.

Please note, the interface to provide these features also provides access to complex call routing settings and extensive advanced call handling options. **It is advised to only make setting changes to what is described in this manual.** If routing changes are needed we request that you contact your help desk to assist or make the changes for you.

When your call center is provisioned you will receive a user welcome letter. This will contain the needed URLs and usernames and passwords needed to maintain your call center.

Please note, to make changes to any features of your call center you must be on the UVa network, or connected via a University VPN. The system cannot be accessed from the normal Internet.
Changing your call center greetings

The following section will teach you how to change any greetings within your call center. These include emergency greeting, entrance message, estimated wait message, comfort message, music on hold message, and call whisper message.

Definitions of greetings:

Emergency Greeting: The emergency greeting is provided to all call centers in the event an unexpected event occurs, i.e., inclement weather, power outages, or special announcements that all callers should hear. This message can be made solely from calling the emergency greeting service. There is no need to change or activate via a computer interface, and can be done from anywhere via a phone call.

Entrance Message: This message will be the first message callers will hear based on the conditions below.

1. Play only when callers have to wait for an agent, meaning all agents are already on calls. This is for centers that want the call to be answered immediately if an agent is available.
2. Play this message regardless if agents are available. This setting might be the preferred method in that you could provide various instructions to callers to avoid having to speak to an actual agent. For example, “Thank you for calling XYZ, if you are calling about ABC, instructions can be found online @ abc.virginia.edu” Then the caller would be sent to the next available agent or they can hang up and go to an online resource to assist them.

Estimated Wait Time Message: This message will advise callers of the estimated wait time to speak to an agent. This feature takes into account the agents average answer time, how long callers been in the queue before being answered, as well as how many callers are actively holding waiting for an agent.

Comfort Message: This message will be played after a certain configurable amount of time has elapsed since the caller has entered the queue. A typical message is “Thank you for continuing to hold,
the next available agent will be with you shortly.” Please note, there are a possible 4 recordings that can be played during this time, but all messages will be played directly after the other with no time in between. For example, Comfort message 1: “Thank you for continuing to hold, the next available agent will be with you shortly.” Comfort message 2: For issues with XYZ please visit our website” These will be played back to back.

**Music on Hold**: This setting should not be changed in that it is UVa policy not to have music on hold. The sound that will be played will be the beep sound every 10 seconds to let callers know that they haven’t been disconnected.

**Call Whisper**: This message is only played to agents to let them know which queue the call is originating from. In almost all cases agents are in one queue and this isn’t needed.

**Changing/Setting your emergency message**

The emergency message can be changed via the web interface as well as solely from any phone. The emergency message is actually an announcement voicemail box that you can control many options with. There are four basic options.

1. Callers hear the message and are still routed to your call center or an alternate destination after hearing it
2. Callers hear the message and are diverted to a voicemail for your call center to leave a message.
3. Callers hear the message and are disconnected after.

Normal operation is to skip this feature and all calls will continue to your call center as normal.

The following will instruct you on how to setup the message to be played first. Please keep in mind this is not your call center
messages, but solely a message that can precede the call center. A couple of examples of this are:

1. “Due to inclement weather, we are currently closed.” At this point it could go to voicemail, hang up, or transfer to any other number.
2. “The SIS system is currently having issues right now that our engineers are aware of, please stay on the line if you would like to speak to an agent.” This would flow to the call center as normal.

**Recording your message:**

1. Dial 924-4000 *Note, this will be very similar to setting up your own voicemail greeting.
2. Press the * key and enter your extension based on your welcome letter and then enter your passcode, also provided.
3. Press option 1 for voice messaging.
4. Press option 3 to record a new no answer greeting. Then press 1 to record a new greeting.
5. Once you have recorded your greeting you can listen to it by pressing 2. If you aren’t satisfied with it you can record it again by pressing 1.

From this point you will need to decide the behavior you would like from the four options.

1. Callers hear the message and are still routed to your call center or an alternate destination after hearing it
   a. From the voice messaging menu, choose option 9 for message deposit.
   b. Press 2 to disable message deposit
   c. You then would need to press option 3 to set a number to forward to.
   d. At this point you would press option 2 to enable to forwarding
2. Callers hear the message and are diverted to a voicemail for your call center to leave a message.
   a. This procedure is very similar to option 1, with the exception of the forwarding number would need *55 in front of it. For example if your mailbox number is 2-3275 you would enter *5523275
3. Callers hear the message and are disconnected after.
   a. From the voice messaging menu, choose option 9 for message deposit.
   b. Press 2 to disable message deposit
   c. Then you would choose option 1 to disconnect the caller

**Activating your Message**

1. To activate your greeting/emergency announcement dial 4-4000 or if off grounds 434-924-4000
2. Press the * key to ensure that you aren’t making changes to your own extension. If you dial from a phone that has voicemail on the system it will recognize you and take you to your extension
3. Enter the extension given to you and press # and enter your passcode and press # again
4. From that initial menu press option 4 to go to the call forwarding menu
5. From option 4 you will be able to choose to activate or deactivate call forwarding
6. Setting it as active will skip whatever message you have recorded and go to your auto attendant
7. Setting it as inactive will play your message and after the caller has heard your emergency message they will receive the treatment that was set above

So to summarize activating and deactivating:

**Active**: Dial 4-4000 > enter extension and passcode > press option 4 > press option 2

**Inactive**: Dial 4-4000 > enter extension and passcode > press option 4 > press option 1
Changing the other greetings

The following messages entrance, estimated wait time, comfort, and music on hold can only be changed via a web interface. They cannot be changed with just a phone call as the emergency message. Please note a different system will be accessed for this. This system is called the XSP (Extended Services Platform). Below are the instructions for logging in and how to get to the menus you need.

Announcement Repository

The announcement repository is a mechanism where you can record all your greeting in one location. This will be our first step in changed our greetings.

1. Dial into the voice portal by calling 4-4000, or 924-4000.
2. Enter the extension and passcode given to you in your welcome email.
3. From this message press option 5 to record a new announcement.
4. Press 1 to record a new announcement. Once you have ended recording you will hear it played back to you. If you are satisfied press 1 to record again press 2
5. Please note time that you recorded the greeting, we will need that later.
6. You can press 1 again to record another greeting if you would like to for other items so you don’t have to repeat this procedure if you are changing more than one greeting.
7. When done simply hang up the call.

Now it is time to log into the XSP to assign these messages to where you would like them.
XSP Login Instructions

1. Log into the XSP system at the following URL. Please note this can only be done via the UVA network. This will not be accessible from off-grounds with the exception of a VPN https://xsp.voice.virginia.edu
2. Enter your username and the password you have been given in your welcome letter.

3. Once logged in the first step is to change your password.
4. From the left hand navigation click on Profile, then in the right menu click on Change Your Password.
5. From there you will see fields to change your password. When complete click OK.

6. Click back on Profile to the left and we are ready to go!
Accessing the Announcement Repository

1. From the left hand navigation click on the Call Center link. Then click on the call center link on the right menu.

2. Under the call center section you will see your call center listed. Click on the edit link to the far right. Please note, the extension should be the one associated with your call center that you were provided in your welcome letter.
3. At this point you should see Announcement Repository on the right hand menu screen.

4. Click on the Announcement Repository link. From there you will see a place to search for your existing and recently recorded greetings. The easiest method is to just click the search button located to the right to see all the recordings.

5. Our next portion is to change the filenames to make them more appealing and less confusing. Reference the times that you recorded and click on edit to the right. From here you can change the name. Just type what you want in the name field then click apply.
6. When we are done we should have something that looks like this. Then click OK to get back to the main call center menu.
7. At this point we are ready to change some messages. Navigate to the Announcement portion of the menu.

Changing your announcements

1. The next screen you will see contains tabs for changing your greetings. The tabs are Entrance Message, Estimated Wait.
2. We will start with the entrance message. All the other tabs will follow the same actions, but will apply to those messages only.

3. Provided you have made your greetings via the telephone using the repository they will show up under the custom section.

4. Click the radio button where it says custom, then from the drop down menu select the message from the repository you would like to use.
5. Click apply to use that greeting.

Some things to keep in mind:

1. Always test your greeting as soon as you change it.
2. Always rename the files or it will get very confusing.
3. Music on Hold currently is limited to the beep per UVa’s standard.
4. The estimated wait message is very seldom used in that the time is based off current statistics and could not be the same that the caller will experience
5. The whisper message is what your agents will hear. This is really only needed for agents in multiple queues.